



PILLAR NEWS

EDITION 10 • AUGUST 2021



COMPANY NEWSLETTER

PILLAR TEAM

WELCOME TO PILLAR NEWS!

Is there something you want on this newsletter? Do you want to join the Pillar News Team? Do you want to contribute?

Email ops@pillarsecurity.com

PILLAR SECURITY
NEWSLETTER

TABLE OF CONTENTS

COVID-19 Update & OPs • P. 2

HR & Promotions! • P. 3

Dispatch Message &
Employees of the Month • P. 4

Was it your Birthday? • P. 5

COVID-19 continues to affect the lives of many and has forever changed our daily routine. It is impacting several businesses, and many are adapting to the challenges encountered. At this time, we are all facing adversity which the world will overcome. Our federal and provincial government are being forthcoming with new information daily and ask that all citizens do their part during this pandemic. Pillar Security understands the difficulties and is working with clients to ensure the safety of all our staff. Your safety is our number one priority. We alongside the government continue to advise staff to take the vaccine to build up an immune response against COVID-19. Furthermore, we ask that safety protocols continue to be followed; keep social distancing and exercising proper hygiene practices. The goal is to avoid a potential fourth wave and everyone has a role to play to ensure that goal is met! Should you require further updates, please reach out to our Human Resource Department.



OPERATIONS TEAM

Pillar Security is a recognized security concierge provider who has been a leading innovator in the security industry for over 25 years. We want all our staff to know that our standards pertaining to our operations is set high due to our sole focus on the residential market. All our documents, policies, rules, regulations, and training are all catered to the market we serve. This enables our guards to succeed in their workplace. We are leaders in the security industry and it all starts with our front line staff!

Pillar Operations Managers are working hand-in-hand with Site Supervisor to do performance evaluations. Performance evaluations are a key indicator in deciding whether staff are working to expected standards or if further training is required. We entrust our Site Supervisors to be firm in their evaluations of their guards.

Pillar Management wants to work alongside each and every single guard to ensure that you are able to perform to expectations while representing Pillar Security with utmost professionalism.

General Operations Email - ops@pillarsecurity.com
Yathusan Rajasekaram - Senior Operations Manager
Manuela Florescu - Client Engagement Manager
Travis Ramage - Training and Compliance Manager

We are recruiting and growing! Pillar Security is constantly looking for great caliber guards. Though we do our recruitment online, the best form of recruitment is referral based! If you have a friend, or colleague looking for a job, please forward their resume to Pillar Security. Over the past few weeks, we have seen several staff members send over great resumes, and their referrals have been hired! We continue to encourage everyone to help us grow! If you have a friend who just recently got their security license but is an eager learner and has great customer service, let us interview them! Pillar Security has helped develop and coach a lot of new guards in the industry, most still with Pillar Security today! Our Foundations Program headed by our Training and Compliance Manager teaches new recruits the basics on how to perform and succeed as a concierge security guard. They will then be trained and coached by Management staff and Site Supervisors. We will help guide our staff towards success! Send us the resumes today at hiring@pillarsecurity.com.

Promotions

Harmandeep Kaur - Ellipse One Condos - Site Supervisor

Lakshay Lohia - Absolute Condos - Site Supervisor

Rushil Arora - The Renaissance - Site Supervisor

DISPATCH DEPARTMENT

Pillar Dispatch is the front-line support for all our staff! We are in the office 24/7 and our lines are open if you are ever in doubt! Pillar Dispatch ensures that guards are scheduled, shifts are booked, and work alongside Operations/Mobile to do performance management. We are slowly wrapping up the busy summer months and we want to thank everyone for assisting and picking up extra shifts.

Lately, we have noticed that there have been a lot of recent book-offs. Please note that last minute non-emergency book-offs are unacceptable and may result in disciplinary measures. Please note that it is your right to request time-off to get vaccinated, but we ask that you provide advance notice, so that Pillar Dispatch can find a suitable replacement.

Any guard whom no-shows from a shift, will be taken off the schedule for the remainder of their schedule until a Human Resource Manager or and Operations Managers contacts the employee. We do not condone such behaviour especially those that reflect poorly against Pillar Security by our partnered clients. Our clients entrust us to provide a high level of service, and we want to ensure that we continue to deliver.

SUPERVISORS OF THE MONTH(JULY)

Maninder Kaur - Infinity 4

Gagan Matta - 39 Oneida

GUARDS OF THE MONTH (JULY)

Dimetros Jemere - Aquaview

Rishabh Bahri - King Plus

Congratulations! Let us know if your colleagues are performing well. Send an email to OPS. We love hearing positive feedback!



Happy

BIRTHDAY

Happy Birthday to all August Babies!
Pillar wishes you the best!

